

2019 SEP 16 PM 3:18

SUBMIT DIRECTLY TO THE OFFICE OF PUBLIC RECORDS IN 232 HART BUILDING

(Revised 4/19/2010)

CO
CN
CO
LN
CO
CO
CO
CO
CO
CO
CO
CO
CO

This form must be completed by any private entity offering to provide travel or reimbursement for travel to Senate Members, officers, or employees (Senate Rule 35, clause 2). Each sponsor of a fact-finding trip must sign the completed form. The trip sponsor(s) must provide a copy of the completed form to each invited Senate traveler, who will then forward it to the Ethics Committee with any other required materials. The trip sponsor(s) should NOT submit the form directly to the Ethics Committee. Please consult the accompanying instructions for more detailed definitions and other key information.

1. Sponsor(s) of the trip (please list all sponsors): Postsecondary National Policy Institute (PNPI)

3. Dates of travel: April 23-25, 2019 (two nights overnight)

4. Place of travel: St. Louis, MO and Chesterfield, MO

5. Name and title of Senate invitees: See attached.

☒ (A) The sponsor(s) are not registered lobbyists or agents of a foreign principal and do not retain or employ registered lobbyists or agents of a foreign principal and no lobbyist or agents of a foreign principal will accompany the Member, officer, or employee *at any point* throughout the trip.

☐ (B) The sponsor or sponsors are not registered lobbyists or agents of a foreign principal, but retain or
employ one or more registered lobbyists or agents of a foreign principal and the trip meets the
requirements of Senate Rule 35.2(a)(2)(A)(i) or (ii) *(see question 9)*.

- AND -

☒ The trip will not in any part be planned, organized, requested, or arranged by a registered lobbyist or agent of a foreign principal except for *de minimis* lobbyist involvement.

☒ The traveler will not be accompanied on the trip by a registered lobbyist or agent of a foreign principal except as provided for by Committee regulations relating to lobbyist accompaniment (*see question 9*).

00
 01
 02
 03
 04
 05
 06
 07
 08
 09
 10
 11
 12

9. USE ONLY IF YOU CHECKED QUESTION 6(B)

I certify that if the sponsor or sponsors retain or employ one or more registered lobbyists or agents of a foreign principal, one of the following scenarios applies:

- ☐ (A) The trip is for attendance or participation in a one-day event (exclusive of travel time and one overnight stay) and no registered lobbyists or agents of a foreign principal will accompany the Member, officer, or employee *on any segment* of the trip.

- OR -

- ☐ (B) The trip is for attendance or participation in a one-day event (exclusive of travel time and two overnight stays) and no registered lobbyists or agents of a foreign principal will accompany the Member, officer, or employee *on any segment* of the trip (see questions 6 and 10).

- OR -

- ☐ (C) The trip is being sponsored only by an organization or organizations designated under § 501(c)(3) of the Internal Revenue Code of 1986 and no registered lobbyists or agents of a foreign principal will accompany the Member, officer, or employee *at any point* throughout the trip.

10. USE ONLY IF YOU CHECKED QUESTION 9(B)

If the trip includes two overnight stays, please explain why the second night is practically required for Senate invitees to participate in the travel:

11. ☒ An itinerary for the trip is attached to this form. I *certify* that the attached itinerary is a detailed (hour-by-hour), complete, and final itinerary for the trip.

12. Briefly describe the role of each sponsor in organizing and conducting the trip:

PNPI is the sole sponsor, planner and executor of the trip. PNPI created the agenda, developed the invitation list and is managing event panels and logistics.

13. Briefly describe the stated mission of each sponsor and how the purpose of the trip relates to that mission:

PNPI provides professional development to current and prospective policymakers who work on higher education issues. This event is designed to increase congressional staff's knowledge of federal student loan servicing.

14. Briefly describe each sponsor's prior history of sponsoring congressional trips:

Since 2012, PNPI has sponsored twenty congressional staff seminars on postsecondary topics including federal student aid, higher education accreditation, student data, and competency-based education.

15. Briefly describe the educational activities performed by each sponsor (other than sponsoring congressional trips):

In addition to multi-day seminars, PNPI sponsors Hill-based briefings for larger Hill audiences and is available to all congressional staff for postsecondary related research support. PNPI also offers professional development, briefings, and boot camps to prospective policymakers.

16. Total Expenses for Each Participant:

	Transportation Expenses	Lodging Expenses	Meal Expenses	Other Expenses
<input checked="" type="checkbox"/> Good Faith estimate	\$359.90 (round trip flight cost and on the ground shuttle to meetings)	\$266 (two nights)	\$89	\$0
<input type="checkbox"/> Actual Amounts				

17. State whether a) the trip involves an event that is arranged or organized *without regard* to congressional participation or b) the trip involves an event that is arranged or organized *specifically with regard* to congressional participation:

The trip is arranged and organized specifically with regard to congressional participation.

18. Reason for selecting the location of the event or trip

The Missouri Higher Education Loan Authority (MOHELA) is a Direct Loan loan servicer and is located just outside of St. Louis, MO.

19. Name and location of hotel or other lodging facility:

Hyatt Regency St. Louis at the Arch, 315 Chestnut Street, St. Louis, MO 63102

20. Reason(s) for selecting hotel or other lodging facility:

The hotel is in proximity to the loan servicer we are visiting and offers on site meeting space.

21. Describe how the daily expenses for lodging, meals, and other expenses provided to trip participants compares to the maximum per diem rates for official Federal Government travel:

Lodging costs \$133/night, the federal per diem. Meal costs are \$5 on day one

(snacks), \$63 on day two (breakfast, lunch, dinner, snacks) and \$38 on day three (breakfast, lunch, snacks). All rates are at the federal per diem.

22. Describe the type and class of transportation being provided. Indicate whether coach, business-class or first class transportation will be provided. If first-class fare is being provided, please explain why first-class travel is necessary:

All air travel will be coach class.

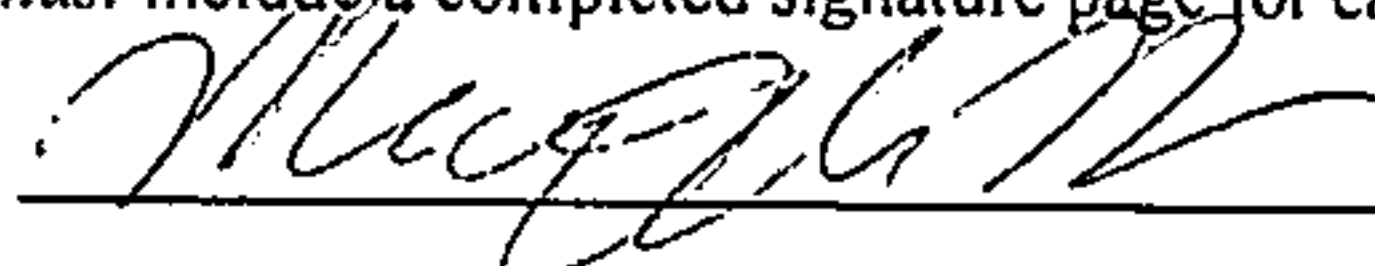
23. ☒ I represent that the travel expenses that will be paid for or reimbursed to Senate invitees do not include expenditures for recreational activities, alcohol, or entertainment (other than entertainment provided to all attendees as an integral part of the event, as permissible under Senate Rule 35).

24. List any entertainment that will be provided to, paid for, or reimbursed to Senate invitees and explain why the entertainment is an integral part of the event:

None

25. I hereby *certify* that the information contained herein is true, complete and correct. (For trips involving more than one sponsor, you *must* include a completed signature page for each additional sponsor):

Signature of Travel Sponsor:



Name and Title: MaryEllen McGuire, President

Name of Organization: Postsecondary National Policy Institute (PNPI)

Address: 718 7th Street NW, Floor 2, Washington, DC 20001

Telephone Number: 202-407-3172

Fax Number:

E-mail Address: mcguire@pnpi.org

၄၅
၈၇
၆၉
၆၇
၆၉
၆၉
၆၉
၆၉
၆၉
၆၉
၆၉
၆၉
၆၉



Wednesday, April 24

8:15-9:00 AM **Travel to Missouri Higher Education Loan Authority (MOHELA)
Student Loan Servicing Center**
Location: 633 Spirit Drive, Chesterfield, MO 63005

9:00-9:15 AM **Introduction to MOHELA**

Presenters: Raymond H. Bayer, Jr., Executive Director and CEO & Jennifer Farmer,
Director, Federal Contracting

MOHELA will provide an overview of their business model during this session.

9:15-10:15 AM **Borrower Calls & Service**

Presenters: Laura Catlett, Director, Borrower Contact Center & Raymond H. Bayer, Jr.,
Executive Director and CEO

*During this session, participants will listen to, ask questions about, and comment on service
provided on "recently live" incoming borrower calls. *All personally identifiable information
will be removed from the calls prior to the start of the session.*

10:15-10:30 AM **Q&A with Contact Center Agents**

Moderator: Raymond H. Bayer, Jr. Executive Director and CEO

Participants will participate in a facilitated Q&A session with contact center agents.

10:30-10:45 AM **Blending High-Tech, Low-Tech and High Touch Ways to Assist At-
Risk Borrowers**

Presenters: Raymond H. Bayer, Jr., Executive Director and CEO & Ginny Burns, Director,
Customer Advocacy Team

This session will cover high-tech, low-tech, and high touch ways to assist at-risk borrowers.

10:45-10:55 AM **Break**

10:55-11:30 AM **Facility Tour**

*Staff will be given a tour of the loan servicing and fulfillment center with time spent observing
the process, volume, and results of MOHELA's IDR application pre-fill process.*

11:30 AM-12:00 PM **Performance Metrics & MOHELA's Metrics**

Presenter: James Matchefts, MOHELA General Counsel

*Staff will study MOHELA's proprietary "heat map" that visually displays
available metric results for each of the 17 different servicer metrics.
Pros and cons of the current metrics and possible enhancements &
weight will be discussed.*

1
 2
 3
 4
 5
 6
 7
 8
 9
 10
 11
 12
 13
 14
 15

Location: MOHELA Headquarters Conference Room

12:45-1:30 PM Servicer Compensation Model

Participants will review MOHELA's Direct Loan invoice and detailed income/expense statements for January 2019 to better understand the current servicer compensation models. The group will then discuss the pros and cons of the current servicer compensation model and consider recommendations for improvement.

Presenters: Christy Baze, MOHELA Manager of Training, Development and E-Learning & Arthur Meyers, Quality Assurance Supervisor

2:00-2:30 PM Escalated Call Handling, the Customer Advocacy Team & the Military VIP Team.

Presenter: Ginny Burns, Director of Customer Advocacy

This session will focus on complaint escalation and tracking.

Presenter: Raymond H. Bayer, Jr., Executive Director and CEO

3:15-3:30 PM Break

Presenter: Scott Lause, Assistant General Counsel

Staff will learn about fraud against borrowers – tactics used (e.g. Doc prep companies) and the costs associated with it.

The visit will conclude with a discussion focused on the state of the student loan servicing industry, including the hardships, consequences, and costs of borrower default.

5:00 PM **Depart for Hyatt Regency St. Louis at the Arch**

5:45 PM **Return to Hyatt Regency St. Louis at the Arch**

6:00-7:30 PM **Dinner at Lombardo's Trattoria,**
Location: 201 South 20th Street, St. Louis, MO 63103

Thursday, April 25

8:00-8:45 AM **Check-Out & Breakfast, Hyatt Regency St. Louis at the Arch**

8:45-10:15 AM Roundtable with Loan Servicers

Participants: Raymond H. Bayer, MOHELA, Jim Farha, Oklahoma Student Loan Authority (OSLA), Aisha Smith, NELNET & Patricia Christel, Navient

Staff will participate in a roundtable discussion with several servicers to better understand what they have in common, how they differ, and how they each view their role and challenges within the current system. Participants will also consider ways in which the current system could be changed to improve the borrower experience and decrease borrower defaults.

10:20 AM **Depart Hotel for Airport**

11:00 AM	Arrive at Airport and Check-in for Flight
----------	---

12:25 PM Depart St. Louis, Missouri (STL) for Ronald Reagan Washington National Airport (DCA), SW Airlines Flight #2236

3:15PM **Arrive DCA**